



THE ACCOMMODATION PROGRAM

September 13, 1996

Candace Chiaruttini
208 Talbot
208 N. Talbot Street
St. Michaels, MD 21663

Dear Candace Chiaruttini:

As a proud sponsor of *Distinguished Restaurants of North America*, The Accommodation Program congratulates you on receiving the prestigious DiRoNA Award. We welcome you to the DiRoNA family, and thank you for being among the select outstanding restaurateurs nationwide who have made exemplary customer service not only a priority, but a standard.

The Accommodation Program, provided courtesy of Philip Morris Incorporated, was developed with one purpose in mind -- to help you maintain and improve the service you provide to your guests. Other DiRoNA recipients, such as Larry Work and Michael Sternberg from Sam & Harry's in Washington, DC, and Pano Karatassos from Pano's & Paul's in Atlanta, have benefited greatly from the program, making its free resources and materials an integral part of their daily operations. We invite you to become a participant of The Accommodation Program, and we hope you too will recognize the positive impact it can have on your bottom line.

Again, congratulations on receiving the DiRoNA award. We look forward to working with you in the future.

Sincerely,

Barbara Trach
The Accommodation Program

Enclosure



It's A Welcome Solution